Resiliency

Assertive
Communication

Mission and Vision

Mission: Implements the Comprehensive Soldier Fitness Program, identifies and trains Master Resiliency Trainers (MRTs) and commences annual resiliency sustainment training in order to enhance overall performance, improve unit level readiness, and sustain a balanced, healthy, campaign capable, expeditionary army

End state: Will improve unit readiness and performance by implementing the Resiliency Training program. The end state will see a more balanced, healthy and capable Brigade Combat Team

Task, Conditions, Standards

Task: Learn to communicate clearly and with respect. Use the IDEAL model to communicate in a Confident, Clear, and Controlled manner.

Conditions: Within a classroom environment and 90 minute timeframe.

Standards: Understand that Connection is a primary target of Assertive Communication

Assertive Communication

Key Principles

Takes practice: Assertive Communication takes practice.

Flexibility: Match your style of communication to the situation/person you are communicating with.

Skill, not personality: Communication styles are skills, not personality styles.

Retreat, refuel, return: Take a break from the conversation. Relax/rethink and then try again.

Connection: Assertive Communication builds all of the MRT competencies; Connection is a primary target.

Bottom Line Up Front

Assertive Communication helps to build Connection.

Assertive Communication helps you solve problems by remaining Confident, Clear, and Controlled.

Assertive Communication: Applications

When is Assertive Communication appropriate or not appropriate in the Army?

What gets in the way of Assertive Communication?

How will your relationships benefit through the use of Assertive Communication?

Communication Skill Set

Assertive Communication: Communicate clearly and with respect.

Active Constructive Responding: Respond to others to build strong relationships.

Praise: Praise to build mastery and winning streaks.

Communication Styles

In small groups, discuss what makes communication effective.

Communication Styles

Complete the chart on the Communication Styles worksheet.

What are the descriptors of each style?

What are Icebergs that contribute to each style?

What are the messages that each style sends to the other person?

Debrief

What did you learn?

What are the descriptors of each style?

What are Icebergs that contribute to each style?

What are the messages that each style sends to the other person?

Aggressive Communication

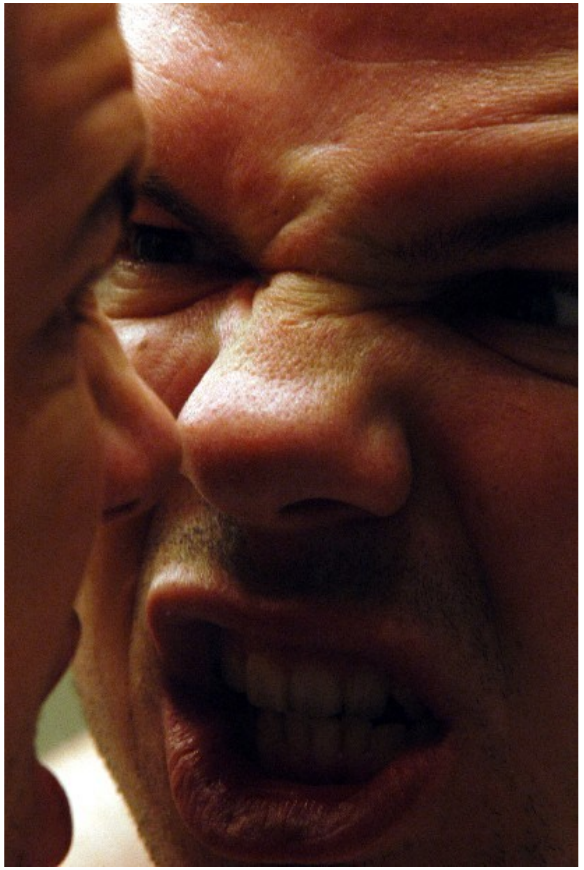
Must have the last word

Talking over the other person

Out of control emotion

Blaming

Talking down



Icebergs beneath Aggressive Communication

The best defense is a strong offense.

You’ve got to be loud and strong if you want to win.

Never back down from a fight.

Any sign of weakness and you’ll be taken advantage of.
I want it and deserve it now!

Passive Communication

Quiet
No eye contact
Withdrawn
Sulking
Submissive
Fearful
Appeasing

Icebergs beneath Passive Communication

It’s wrong to complain.

I don’t really care. It doesn’t matter.

I’ll make enemies if I speak my mind.

No one ever really changes anyway.

It’s more important that people like me, than to be right.

I don’t like conflict.

Assertive Communication (3 Cs)

Confident, Clear, Controlled

Seek to understand

Important in dealing with family and colleagues (communication that works in combat or, with your Platoon doesn't work at ho

3 Cs: Confident, Clear, and Controlled

Confident: You believe in your ability to handle the situation and are composed.

Clear: The message is easy to understand and is not exaggerated.

Controlled: You are “tracking” the other person and modulate yourself if necessary.

Icebergs that Hinder the 3 Cs

I’m not that strong.

I’m not a good Soldier.

I don’t measure up.

Icebergs that Promote the 3 Cs

We can work this out.

I trust you and respect you.

I can express myself clearly and confidently.

What I believe matters.

The IDEAL Model

I = **Identify** and understand the problem.

D = **Describe** the problem objectively and accurately.

E = **Express** your concerns and how you feel (when appropriate).

A = **Ask** the other person for his/her perspective and then ask for a reasonable change.

L = **List** the outcomes.

Tips for IDEAL

= **Identify** and understand the problem

ATC and check for Thinking Traps

Detect Icebergs (if necessary)

Put It In Perspective (if necessary)

Tips for IDEAL

Once you've identified the problem, then you can move to communication.

D = **Describe** the problem objectively and accurately

- Who, what, when, where
- Specific, recent
- Minimize exaggeration

E = **Express** your concerns and how you feel (when appropriate)

- "I" rather than "you"
- Minimize exaggeration

Tips for IDEAL

A = **Ask** the other person for his/her perspective…

- What and How questions, not Why questions
- Repeat back what you heard to check that you're hearing him/her accurately

…and then **ask** for a reasonable change

- "Good Faith" test (reasonable, doable)
- Work towards a win-win

Tips for IDEAL

L = **List** the outcomes

- Positive rather than negative
- Consider appropriateness

Assertive Communication Practice

Activities:

- In Scenarios 1 and 2, practice Assertive Communication with your group.
  - Person 1 initiates Assertive Communication.
  - Person 2 responds within role-play.

- In Scenario 3, practice Assertive Communication with a partner.

- In Scenario 4, practice the IDEAL model on a situation of your own.

Communication Scenario 1

Participants Role-play in Group:

One of your fellow Soldiers keeps using your iPod without your permission and running down the battery.

Communication Scenario 2

Participants Role-play in Group:

Your spouse/significant other is spending too much money on things you don’t consider essential.

Communication Scenario 3

Participants Role-play in Pairs: In pairs, practice Assertive Communication in the following scenario (Person 1 initiates Assertive Communication and Person 2 responds):

Your battle buddy has started drinking alcohol more than usual and has been seen several times drinking and driving.

Communication Scenario 4

Choose a scenario from your own life.

Use the IDEAL model to develop your Assertive Communication plan.

Debrief

What did you learn from this activity?

What if you use Assertive Communication and still don’t get what you want?

What if you use Assertive Communication and the other person doesn’t react positively?

Assertive Communication: Applications

When is Assertive Communication appropriate or not appropriate in the Army?

What gets in the way of Assertive Communication?

How will your relationships benefit through the use of Assertive Communication?

Check on Learning

What is the skill? Assertive Communication is a method of communication that is Confident, Clear, and Controlled.

When do I use it? Use Assertive Communication when confronting someone about a conflict or challenge (and is the most appropriate style in that situation).

How do I use it? Use the IDEAL model: I = Identify and understand the problem, D = Describe the problem objectively and accurately, E = Express your concerns and how you feel (when appropriate), A = Ask the other person for his/her perspective and ask for a reasonable change, L = List the outcomes.

Resiliency

Questions

AAR

What went well

1.
2.
3.

What can be improved

1.
2.
3.